

WHAT IS CLAIMED IS:

1. A method for processing an insurance claim to estimate a value of the insurance claim, the method comprising:
- 5 initiating the processing of the insurance claim by initiating a first step, wherein the processing of the insurance claim comprises a plurality of steps; proceeding through one or more of the steps in the processing of the insurance claim to arrive at an intermediary step; displaying the intermediary step after arriving at the intermediary step;
- 10 displaying a table of contents, wherein the table of contents comprises an ordered list of the steps associated with the processing of the insurance claim, and wherein the ordered list of steps comprises the first step, the intermediary step, and any steps in between the first step and the intermediary step; selecting one of the steps from the ordered list of steps associated with the
- 15 processing of the insurance claim in the table of contents; and displaying the selected step in response to selecting the selected step in the table of contents.
2. The method of claim 1,
- 20 wherein the ordered list of steps in the table of contents further comprises a final step.
3. The method of claim 2,
- wherein the selected step comprises the final step.
- 25 4. The method of claim 3,
- wherein the final step comprises a report concerning the value of the insurance claim, wherein displaying the selected step comprises displaying the

report, and wherein the report comprises information entered in the first step and in any steps in between the first step and the intermediary step.

5. The method of claim 1, further comprising:
5 redisplaying the intermediary step after displaying the selected step.
6. The method of claim 5, further comprising:
continuing the processing of the insurance claim after redisplaying the
intermediary step by entering additional information relevant to the
10 estimate of the value of the insurance claim.
7. The method of claim 1,
wherein the insurance claim comprises a bodily injury claim, and wherein
processing the insurance claim to estimate the value of the insurance claim
15 comprises processing the bodily injury claim to estimate a bodily injury
general damages value.
8. The method of claim 1,
wherein the steps comprise steps for entry of information relevant to the estimate
20 of the value of the insurance claim.
9. The method of claim 8,
wherein the steps comprise screens displayed on a display device coupled to a
computer system.
- 25 10. The method of claim 8,
wherein the information comprises bodily injury treatment information.
11. The method of claim 8,

wherein the information comprises bodily injury damages information.

12. The method of claim 8,
wherein the ordered list of steps associated with the processing of said insurance
claim are dynamically modifiable in response to said entry of information.

13. The method of claim 12, further comprising:
adding or deleting steps to said dynamically modifiable ordered list of steps in
response to said entry of information.

14. The method of claim 1,
wherein proceeding through the one or more of the steps in the processing of the
insurance claim further comprises entering information relevant to the
estimate of the value of the insurance claim in the one or more of the
steps.

15. The method of claim 14, further comprising:
storing the entered information.

16. The method of claim 14, further comprising:
modifying the entered information relevant to the estimate of the value of the
insurance claim in the selected step after selecting the step in the table of
contents.

17. The method of claim 16, further comprising:
storing the modified information.

18. The method of claim 1,

wherein the initiating the processing of the insurance claim, the proceeding through one or more of the steps, the displaying the intermediary step, the displaying the table of contents, the selecting one of the steps from the ordered list of steps, and the displaying the selected step take place in a single session of an application program executing on a computer system.

19. A method for enabling a user to estimate an insurance claim, wherein the insurance claim is processed by an insurance claim processing system, wherein the insurance claim processing system includes a client system coupled through a network to an insurance claim processing server, the method comprising:

- a) receiving a request from a user of the client system to estimate an insurance claim, wherein said request comprises a claim identifier associated with said insurance claim;
- b) searching the insurance claim processing system for said claim identifier;
- c) if the claim identifier is not present, receiving specifications for said claim identifier;
- d) providing a display of table of contents to the client system associated with said claim identifier, wherein the table of contents display represents one or more steps associated with said insurance claim, wherein one of the one or more steps comprises an end step;
- e) receiving a selection for at least one of the one or more steps associated with said insurance claim;
- f) providing an associated display to the client system of the selected step;
- g) receiving one or more client system inputs associated with the selected step;
- h) storing one or more client system inputs associated with the selected step;
- i) repeating any of steps e) through h) until said selection for at least one of the one or more steps is the end step; and

j) providing an estimated value display to the client system of said insurance claim.

20. The method of claim 19, wherein the one or more steps associated with said insurance claim are dynamically modifiable in response to said client system inputs.

21. The method of claim 20, further comprising adding or deleting said one or more steps in response to said client system inputs.

22. The method of claim 19, wherein searching the insurance claim processing system comprises searching an insurance database.

23. A method for dynamically creating a table of contents display screen, wherein the table of contents display screen is associated with a specified insurance claim, wherein said specified insurance claim is associated with a set of one or more display screens, wherein each display screen in the set of one or more display screens comprises a previous display screen pointer and a user pointer, the method comprising:

a) reading the first previous display screen pointer for a first display screen included in the set of one or more display screens associated with the specified insurance claim;

b) determining whether the first previous display screen pointer is present;

c) if the first previous display screen pointer is not present, adding the first display screen included in the set of one or more display screens to said table of contents display screen;

d) reading the first user pointer for said first display screen included in the set of one or more display screens associated with the specified insurance claim;

e) determining whether the first user pointer is present;

- f) if the first user pointer is present, adding the first display screen included in the set of one or more display screens to said table of contents display screen; and
- g) storing said table of contents display screen.

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24. A system for processing an insurance claim to estimate a value of the insurance claim, the system comprising:

a CPU;

a display coupled to the CPU;

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a memory coupled to the CPU, wherein the memory stores program instructions which are executable by the CPU to:

initiate the processing of the insurance claim by initiating a first step, wherein the processing of the insurance claim comprises a plurality of steps;

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proceed through one or more of the steps in the processing of the insurance claim to arrive at an intermediary step;

display the intermediary step on the display after arriving at the intermediary step;

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display a table of contents on the display, wherein the table of contents comprises an ordered list of the steps associated with the processing of the insurance claim, and wherein the ordered list of steps comprises the first step, the intermediary step, and any steps in between the first step and the intermediary step;

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permit a selection by a user of one of the steps from the ordered list of steps associated with the processing of the insurance claim in the table of contents; and

display the selected step on the display in response to the selection of the selected step in the table of contents.

25. The system of claim 24,
wherein the ordered list of steps in the table of contents further comprises a final
step.

5 26. The system of claim 25,
wherein the selected step comprises the final step.

27. The system of claim 36,
wherein the final step comprises a report concerning the value of the insurance
10 claim, wherein displaying the selected step comprises displaying the
report, and wherein the report comprises information entered in the first
step and in any steps in between the first step and the intermediary step.

28. The system of claim 24, wherein the program instructions are further executable
15 by the CPU to:
redisplay the intermediary step on the display after displaying the selected step.

29. The system of claim 28, wherein the program instructions are further executable
by the CPU to:
20 continue the processing of the insurance claim after redisplaying the intermediary
step by permitting the user to enter additional information relevant to the
estimate of the value of the insurance claim.

30. The system of claim 24,
25 wherein the insurance claim comprises a bodily injury claim, and wherein
processing the insurance claim to estimate the value of the insurance claim
comprises processing the bodily injury claim to estimate a bodily injury
general damages value.

31. The system of claim 24,
wherein the steps comprise steps for entry of information relevant to the estimate
of the value of the insurance claim.

5 32. The system of claim 31,
wherein the steps comprise screens displayed on the display.

33. The system of claim 31,
wherein the information comprises bodily injury treatment information.

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34. The system of claim 31,
wherein the information comprises bodily injury damages information.

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35. The system of claim 31,
wherein the ordered list of steps associated with the processing of said insurance
claim are dynamically modifiable in response to said entry of information.

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36. The system of claim 35, wherein the program instructions are further executable
by the CPU to:
add or delete steps to said dynamically modifiable ordered list of steps in response
to said entry of information.

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37. The system of claim 24,
wherein proceeding through the one or more of the steps in the processing of the
insurance claim further comprises entering information relevant to the
estimate of the value of the insurance claim in the one or more of the
steps.

38. The system of claim 37, wherein the program instructions are further executable by the CPU to:

store the entered information in the memory.

5 39. The system of claim 37, wherein the program instructions are further executable by the CPU to:

modify the entered information relevant to the estimate of the value of the insurance claim in the selected step after selecting the step in the table of contents.

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40. The system of claim 39, wherein the program instructions are further executable by the CPU to:

store the modified information in the memory.

15 41. The system of claim 24,

wherein the program instructions for the initiating the processing of the insurance claim, the proceeding through one or more of the steps, the displaying the intermediary step, the displaying the table of contents, the selecting one of the steps from the ordered list of steps, and the displaying the selected step are executed within a single session of an application program executing on the CPU.

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42. A carrier medium comprising program instructions for estimating a value of the insurance claim, wherein the program instructions are computer-executable to implement:

25 initiating the processing of the insurance claim by initiating a first step, wherein the processing of the insurance claim comprises a plurality of steps;
proceeding through one or more of the steps in the processing of the insurance claim to arrive at an intermediary step;
displaying the intermediary step after arriving at the intermediary step;

displaying a table of contents, wherein the table of contents comprises an ordered list of the steps associated with the processing of the insurance claim, and wherein the ordered list of steps comprises the first step, the intermediary step, and any steps in between the first step and the intermediary step; permitting a user to select one of the steps from the ordered list of steps associated with the processing of the insurance claim in the table of contents; and displaying the selected step in response to the user selecting the selected step in the table of contents.

10 43. The carrier medium of claim 42, wherein the ordered list of steps in the table of contents further comprises a final step.

15 44. The carrier medium of claim 43, wherein the selected step comprises the final step.

20 45. The carrier medium of claim 44, wherein the final step comprises a report concerning the value of the insurance claim, wherein displaying the selected step comprises displaying the report, and wherein the report comprises information entered in the first step and in any steps in between the first step and the intermediary step.

25 46. The carrier medium of claim 42, wherein the program instructions are further computer-executable to implement: redisplaying the intermediary step after displaying the selected step.

47. The carrier medium of claim 46, wherein the program instructions are further computer-executable to implement:

continuing the processing of the insurance claim after redisplaying the intermediary step by entering additional information relevant to the estimate of the value of the insurance claim.

5 48. The carrier medium of claim 42,
wherein the insurance claim comprises a bodily injury claim, and wherein
processing the insurance claim to estimate the value of the insurance claim
comprises processing the bodily injury claim to estimate a bodily injury
general damages value.

10 49. The carrier medium of claim 42,
wherein the steps comprise steps for entry of information relevant to the estimate
of the value of the insurance claim.

15 50. The carrier medium of claim 49,
wherein the steps comprise screens displayed on a display device coupled to a
computer system.

20 51. The carrier medium of claim 49,
wherein the information comprises bodily injury treatment information.

52. The carrier medium of claim 49,
wherein the information comprises bodily injury damages information.

25 53. The carrier medium of claim 49,
wherein the ordered list of steps associated with the processing of said insurance
claim are dynamically modifiable in response to said entry of information.

54. The carrier medium of claim 53, wherein the program instructions are further computer-executable to implement:

adding or deleting steps to said dynamically modifiable ordered list of steps in response to said entry of information.

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55. The carrier medium of claim 42,

wherein proceeding through the one or more of the steps in the processing of the insurance claim further comprises entering information relevant to the estimate of the value of the insurance claim in the one or more of the steps.

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56. The carrier medium of claim 55, wherein the program instructions are further computer-executable to implement:

storing the entered information.

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57. The carrier medium of claim 55, wherein the program instructions are further computer-executable to implement:

modifying the entered information relevant to the estimate of the value of the insurance claim in the selected step after selecting the step in the table of contents.

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58. The carrier medium of claim 57, wherein the program instructions are further computer-executable to implement:

storing the modified information.

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59. The carrier medium of claim 42,

wherein the initiating the processing of the insurance claim, the proceeding through one or more of the steps, the displaying the intermediary step, the displaying the table of contents, the selecting one of the steps from the

ordered list of steps, and the displaying the selected step take place in a single session of an application program executing on a computer system.

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